

Substitute for form 1449A-PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(use as many sheets as necessary)

Application Number	10-602,707
Filing Date	June 25, 2003
First Named Inventor	Viren KAPADIA et al.
Art Unit	3629
Examiner Name	Gabrielle A. MCCORMICK
Attorney Docket Number	52493.000311

Sheet 1 of 2

U.S. PATENT DOCUMENTS

Examiner Initials	Cite No.	DOCUMENT NUMBER Number - Kind Code (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		US- 5930764	07-27-1999	Melchione et al.	
		US- 6374241	04-16-2002	Lamburt et al.	
		US- 6662164	12-09-2003	Koppelman et al.	
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		US- 20040225535	11-11-2004	Bond	
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		US-			
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EXAMINER SIGNATURE

DATE CONSIDERED

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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Sheet	2 of 2	Attorney Docket Number	52493.000311

OTHER DOCUMENTS - NON-PATENT LITERATURE DOCUMENTS

*Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	TRANSLATION	
			YES	NO
		Leadtrack.com: pages documented form the Internet Archive on July 21, 2001 (http://web.archive.org-web-20010806083606-leadtrack.com-screen-customer.html; http://web.archive.org-web-20011117000929-www.leadtrack.com-sysrequire.html; http://web.archive.org-web-20010806085400-leadtrack.com-screen-desktop.html; http://web.archive.org-web-20010806080042-leadtrack.com/fappfeatures.html; http://web.archive.org-web-20010801185319-leadtrack.com-features.html; http://web.archive.org-web-20010811025743-leadtrack.com-reports-terr.gif.)	<input type="checkbox"/>	<input type="checkbox"/>
		Leadtrack.com: pages documented form the Internet Archive on July 21, 2001 (http://web.archive.org-web-20010811024757-leadtrack.com-reports-overdue.gif)	<input type="checkbox"/>	<input type="checkbox"/>
		Leadtrack.com (pages documented form the Internet Archive on July 21, 2001 (http://web.archive.org-web-2001 0801185659f1eadtrack.com-faq.html) Leadtrack.com (pages documented form the Internet Archive on December 1, 2001 (http://web.archive.org-web-20011205051744-www.leadtrack.com-features.html and http://web.archive .org-web-20011224094912-www.leadtrack.com-screen-customer.html)	<input type="checkbox"/>	<input type="checkbox"/>
		www.netlingo.com-lookup.cfm?term=synchronization	<input type="checkbox"/>	<input type="checkbox"/>
		SIEBELFANS.COM, Implementing Best Practices, http://www.siebel.com/call-center/workflow-automation.shtml printed 12/7/2004, 2 pages	<input type="checkbox"/>	<input type="checkbox"/>
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